Amendments to the Claims

This listing of claims shall replace all prior versions of claims in this application.

CLAIMS:

1-22. (Canceled).

23. (New) A work management computer system comprising at least one physical datastore, which is associated with at least two logical datastores, wherein all consumer product instance information contained in said physical datastore is partitioned across said at least two logical datastores.

24. (New) A system as claimed in claim 23 further comprising at least one physical server, which is associated with at least two logical servers, wherein a logical set is established comprising at least one of the logical servers and at least one of the logical datastores wherein a specific consumer is assigned to said logical set.

25. (New) A system as claimed in Claim 24 further comprising a set of computer executable instructions for performing a method comprising the steps of:

- ➢ receiving a request for work;
- ➢ determining which logical set corresponds with said request based on a consumer, associated with said request, falling within a set of consumers associated with said logical set;
- ➢ routing said request through said physical server, associated with said logical set, to said corresponding logical server;
- ➢ processing said request on said associated logical server wherein said system is designed to request consumer product instance information from said logical datastore in said logical set, to which said logical server belongs.

26. (New) A system as claimed in Claim 24 wherein said specific consumer comprises a set of members assigned to a specific residential account.

27. (New) A system as claimed in Claim 24 wherein multiple logical datastores are associated with an entity comprising a large number of customers and said logical datastores are linked together.

28. (New) A system as claimed in Claim 25 wherein multiple logical datastores are associated with an entity comprising a large number of consumers and said multiple logical datastores are linked together is said logical set.

29. (New) A system as claimed in Claim 23 wherein said system further comprises computer executable instructions for upgrading said system by performing the steps of:

- ➢ recognizing at least one additional physical datastore;
- ➢ migrating at least one logical datastore to said additional physical datastore;
- ➢ remapping said logical datastore to said additional physical datastore.

30. (New) A work management computer system which is configured, via computer-executable instructions, to optimize data access and localization of cached information by performing the steps of:

- ➢ partitioning all consumer product instance information contained in a physical datastore across at least two associated logical datastores;
- ➢ establishing a logical set comprising at least one of said associated logical datastores and at least one logical server depending from a physical server wherein a specific consumer is assigned to said logical set
- ➢ processing a request associated with said specific consumer on said corresponding logical server wherein said system is designed to request consumer product instance information from said logical datastore in said logical set, to which said logical server belongs.

31. (New) A work management computer system which is configured via computer-executable instructions to scale from a small entity to a large entity by performing the steps of:

- storing all consumer product instance information associated with said small entity on a single logical datastore depending from a physical datastore;
- storing all consumer product instance information associated with said large entity over several linked logical datastores depending from a physical datastore;
- establishing a small logical set for said small entity comprising said single logical datastore and a logical server derived from a physical server wherein said small logical set is tagged with an identifier associated with said small entity;
- establishing a large logical set for said large entity comprising said several linked logical datastores and at least one logical server derived from a physical server wherein said large logical set is tagged with an identifier associated with said large entity;
- processing a request associated with a specific consumer on said logical set corresponding to an identifier shared by said specific consumer and said logical set.